

Law Offices of  
YOUNG & BASILE, P.C.  
Patents, Trademarks and Copyrights

3001 W. Big Beaver Rd., Ste. 624  
Troy, MI 48084  
Telephone: 248-649-3333  
Facsimile: 248-649-3338

2001 Commonwealth Blvd., Ste. 301  
Ann Arbor, MI 48105  
Telephone: 734-662-0270  
Facsimile: 734-662-1014

## FACSIMILE TRANSMISSION

---

DATE: April 18, 2005  
TO: Examiner: Unknown  
Group Art Unit: 2167  
FAX NO.: 703-872-9306  
FROM: William M. Hanlon, Jr.  
Our Ref: SRQ-100-A  
Serial No.: 09/870,364  
PGS. TO FOLLOW: Two (2)

---

THE INFORMATION CONTAINED IN THIS FACSIMILE IS ATTORNEY PRIVILEGED AND/OR CONFIDENTIAL AND IS INTENDED ONLY FOR THE NAMED RECIPIENT. If you have received this communication in error, please notify us immediately. You are hereby notified that any dissemination, distribution or copying of this information is strictly prohibited. Thank you.

---

This message was transmitted by Gina receipt in the Troy Office. If transmission difficulties occur, please contact sender at (248) 649-3333. Please respond to FACSIMILE NO. (248) 649-3338

( ) Please call to confirm  
(X) Original will not follow  
( ) Original will follow by:  
\_ Regular Mail  
\_ Express Mail  
\_ Federal Express  
\_ Other \_\_\_\_\_

Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler  
Serial Number: 09/870,364  
Filing Date: May 30, 2001  
Examiner/Art Group Unit: Unknown/2167  
Title: NON-PAY CUSTOMER RETENTION  
PROGRAM

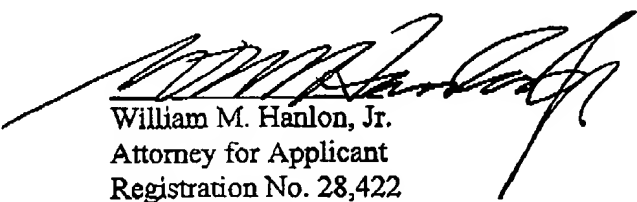
CERTIFICATION OF FACSIMILE TRANSMISSION

Sir:

Transmitted with this document is a Status Inquiry in the above-identified application.

- X No additional fee is required.
- X Please charge any additional fees or credit  
any overpayment to Deposit Account Number 25-0115.
- X The Director has already been authorized to charge fees or credit any  
overpayment in this application to a Deposit Account.

I hereby certify that this correspondence was transmitted, via Facsimile, to Examiner  
Unknown, Group Art Unit 2167 Fax Number: 703-872-9306 on April 18, 2005.



William M. Hanlon, Jr.  
Attorney for Applicant  
Registration No. 28,422  
(248) 649-3333

YOUNG & BASILE, P.C.  
3001 W. Big Beaver Rd.  
Suite 624  
Troy, Michigan 48084

Our Reference: SRQ-100-A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Raphael M. Segler  
Serial Number: 09/870,364  
Filing Date: May 30, 2001  
Examiner/Art Group Unit: Unknown/2167  
Title: NON-PAY CUSTOMER RETENTION  
PROGRAM

STATUS INQUIRY

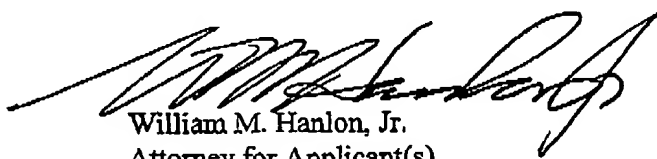
Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

Sir:

Please provide the below-listed attorney of record with the status of the above-identified patent application.

Respectfully submitted,

YOUNG, BASILE, HANLON, MacFARLANE, WOOD &  
HELMHOLDT, P.C.



William M. Hanlon, Jr.  
Attorney for Applicant(s)  
Registration No. 28422  
(248) 649-3333

3001 West Big Beaver Rd., Suite 624  
Troy, Michigan 48084-3107

Dated: April 18, 2005  
WMH/grl